

JOB DESCRIPTION

Job Title: MIS Director
Department: Indiana Supreme Court, Division of State Court Administration
Reports Directly To: Director and Counsel of Trial Court Technology
Responsible To: Executive Director of the Division of State Court Administration
Chair of the Judicial Technology and Automation Committee
Chief Justice of the Indiana Supreme Court

Duties:

Generally, performs all functions, duties and responsibilities assigned to him/her by the Chief Justice, Chair of JTAC, the Executive Director and the Director/Counsel. Directs and coordinates development and production activities of computerized management information systems for the Indiana Supreme Court, including, but not limited to:

- Consults with supervision to analyze computer system needs for management information and functional operations, to determine scope and priorities of projects, and to discuss system capacity and equipment acquisitions.
- Develops, recommends and implements approved plans for systems development and operations, hardware and software purchases, budget, and staffing.
- Manages the development, implementation, installation, and operation of information and functional systems for the organization.
- Develops, implements, and monitors management information systems policies and controls to ensure data accuracy, security, and legal and regulatory compliance.
- Negotiates and recommends contracts with consultants, technical personnel, and vendors for services and products.
- Provides support to end users in the selection, procurement, usage, and maintenance of software programs and hardware.
- Manages computer operation scheduling, backup, storage, and retrieval functions.
- Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to determine costs and impact, and address problems.
- Develops, maintains, and tests disaster recovery plans.
- Directs and coordinates activities of workers engaged in computer operations such as DBAs, technicians, and help desk personnel.

- Adjusts hours of work, priorities, and staff assignments to ensure efficient operation, based on work load.
- Reviews daily logs and reports to detect recurring slowdowns or errors.
- Consults with software and hardware vendors and other establishment workers to solve problems impeding computer processing.
- Meets with users to determine quality of service and identify needs.
- Meets with data processing managers to determine impact of proposed changes in hardware or software on computer operations and service to users.
- Evaluates new software and hardware to determine usefulness and compatibility with existing software and hardware.
- Evaluates proposed data processing projects to assess adequacy of existing hardware, and recommends purchase of equipment.
- Works with Fiscal and Office Manager in developing budgets and monitors expenditures.
- Oversees data communication diagnostics
- Attends staff meetings to report on and resolve recurrent data communications problems.
- As requested and required, attends vendor seminars to learn about changes in data communications technology.
- After consultation with Director of Office and Employment Law Services, interprets policies to workers and enforces safety regulations.
- Initiates or suggests plans to motivate workers to achieve work goals.
- Maintains time and production records.
- Liaison with other agencies.
- Lead the interfacing efforts for JTAC.

Supervisory Responsibilities:

Directly supervises DBAs, Technicians, and Help Desk personnel for JTAC. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring recommendations, and training employees;

planning, assigning, and directing work; appraising performance and recommendation for pay increases; recommendation of disciplinary action; addressing complaints and resolving problems.

Job Requirements:

Education and/or Experience: Master's degree (M. A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Language Skills: Superior verbal and written communication skills, including the ability to read, analyze, and interpret technical journals, financial reports, and legal documents. Must be able to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Skills should include writing for publications, making presentations, and teaching.

Mathematical Skills: Excellent mathematical skills including knowledge of and ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis

Analytical Ability: Superior analytical skills including application of principles of logical or scientific thinking to a wide range of intellectual and practical problems, both concrete and abstract. Understanding of with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc.,) and its applicability.

Computer Skills: Superior working knowledge of a variety of hardware and software components, including a knowledge of Quickbooks, Masterpiece Accounting software; ACT, Outlook, Lotus Notes, Groupwise Contact Management systems; Oracle, Microsoft SQL Database software; Visual Basic, JAVA, .NET Development software; Microsoft Project Management software; Microsoft Excel Spreadsheet software and Microsoft Word Processing software.

Ability to deal tactfully with persons in authority.

Ability to be flexible and work on multiple projects simultaneously.

Ability to perform under pressure and to comply with deadlines.

Ability to work independently and with others.

Travel as necessary.

Must exercise absolute confidentiality; Avoids conflict of interest and the appearance of conflict of interest; Have and maintain a clean criminal history; and Must abide by the Employee Handbook.

To perform this job successfully, it would be helpful if the individual has a strong working knowledge of the Indiana Court system, the Indiana Supreme Court Judicial Technology and Automation Project, and the Indiana government technology infrastructure.

Difficulty of Work:

This position requires a diverse range of professional work and its difficulty level is high.

Responsibility:

This position reports to the Director and Counsel of Trial Court Technology and is responsible to the Executive Director of the Division of State Court Administration, the Chair of the Judicial Technology and Automation Committee and the Chief Justice of the Indiana Supreme Court. The position serves at the pleasure of the Chief Justice of the Indiana Supreme Court.

Work Relationships:

This position will require direct contact with members of the judiciary, the bar, and other state agencies, and the public.

NOTE: This document is intended to describe the general nature and level of work performed. It is not intended to provide an exhaustive list of all duties and responsibilities, nor is it intended to limit the authority of supervisors or managers to assign or direct the activities of employees.